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ABSTRACT

This handbook for telecourse/newspaper course learning managers at Coastline Community College, a non-campus institution, outlines in detail the responsibilities and duties of learning managers. Included in the handbook is information on: (1) pre-, during, and post-course responsibilities; (2) enrollment; (3) letter and telephone contact with students; (4) office hours requirements; (5) the bookstore; (6) available learning aids and resources; (7) the telecourse information office; (8) grading; (9) pre-exam review and enrichment activities; and (10) examinations. Subsumed under these general headings is further information defining the relationship of the learning manager to both the college and the student as well as descriptive information on available institutional support services. Appended are: (1) a sample student orientation letter; (2) a student survey; (3) a student telecourse evaluation questionnaire; (4) a sample evaluation form for learning managers; and (5) information on telecourse operations/data processing. (Author/JDS)

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COASTLINE COMMUNITY COLLEGE

Handbook for Telecourse/Newspaper Course Learning Managers

JC 770 014

THE MISSION OF COASTLINE COMMUNITY COLLEGE IS

to create access to postsecondary education for all who are interested and to provide a variety of options for involvement in the lifelong learning process.

INTRODUCTION

The newest among 104 community colleges in California, Coastline Community College opened its doors September 13, 1976 to an inaugural class of approximately 20,000 students. Coastline Community College is the third college established by the Coast Community College District, joining Orange Coast and Golden West in offering post-secondary education to adult residents of the six coastal cities served by the District.

Not only the newest in terms of age, Coastline Community College more importantly is the newest concept for continued learning to be found anywhere in the country.

To encourage greater numbers of potential students to enroll, Coastline Community College stresses accessibility of programs, making maximum use of coordinated instructional delivery systems, including television and newspaper courses.

One of the most effective tools in creating truly accessible education, television courses are developed through the facilities of District owned and operated KOCE-TV, Channel 50. Through this medium, Coastline Community College provides nearly every resident in the community with the opportunity to continue the learning process. Broadcast courses for credit results from the awareness that knowledge is portable--people may learn where they are. With this increase in accessibility the continuation of the lifelong learning process is easily integrated with the mainstream of daily living and becomes an integral part of the mainstream of living in a busy and complex society.

Since broadcast television education was introduced by the District in 1972, and courses by newspaper in 1974, the District has offered courses to fit the needs of all students whether they seek a college degree, a better job or a better life in their environment.

Residents of our community are not alone in enjoying such innovative educational opportunities. Through the efforts of District staffs, courses developed at Channel 50 are now being offered at post-secondary institutions across the country.

Nationwide studies which led to the founding of Coastline Community College show that far more potential students would involve themselves in the lifelong learning process if this could be achieved without interfering with their existing daily schedules. Broadcast and newspaper courses are a breakthrough in this regard. Further deleting barriers to continued education is the structure of Coastline Community College itself.

There exists no campus per se, rather, the College utilizes existing facilities throughout the District in taking education to the people. Coastline Community College brings educational programs into the community in flexible and diverse ways and is responsive to the needs and goals of citizens.

The spring '77 semester schedule includes nine telecourses and one newspaper course. These courses have been designed to meet the ever-expanding variety of student objectives. These objectives include professional upgrading, personal enrichment, on-the-job training, college transfer, occupational education and retraining. Coastline Community College is open to any District resident who is a high school graduate or 18 years of age or over, regardless of financial situation or previous educational experience.

COASTLINE COMMUNITY COLLEGE

HANDBOOK FOR TELECOURSE/NEWSPAPER COURSE LEARNING MANAGERS

I. Logistics of Telecourses

Checklist of Responsibilities

Before the course begins:

1. Coordinate, where warranted, the following activities of your telecourse assignment with the co-manager.

2. Be familiar with components of the telecourse other than the television presentation. These include textbook, syllabus, television tapes, and any other material.

3. Be familiar with Coastline Community College's goals and objectives, policies and procedures.

4. Coordinate with Learning Managers and Telecourse Operations regarding regular mailing dates, review session dates and testing date schedules.

5. Make initial contact with each enrolled student by an orientation letter. This initial message should fully and clearly present the student with the requirements of the course so that he will know exactly what is expected of him; it should mention all special helps and facilities of which he can avail himself; and it should serve to let the student know that YOU, as Learning Manager, are also an active resource available to him.

   Orientation items to be included:

   a. Text and syllabus/study guide information
   b. Viewing schedule
   c. Time and place of optional review sessions and exams (set by Telecourse Learning Manager, but must be scheduled through the Telecourse Operations Office)
   d. Your phone number and office hours
   e. General information and course requirements (see sample letters, Appendix A)

During the course:

1. View each program broadcast.
2. Read and review text and syllabus/study guide.
3. Develop and coordinate with Telecourse Operations personnel additional activities for students beyond viewing telelessons, reading text and taking exams.
4. Be available to confer with students by telephone on a regularly scheduled basis. The time, day, and phone number will be included in your orientation letter.
5. Be available for personal conferences by appointment. This may be supplemented by group meetings with students at scheduled times rather than by having many individual appointments if such group meetings are arranged well in advance.
6. Make periodic contact with students by mail at least six times during the semester.

7. Contact and survey students through telephone calls. You will receive an address/phone list approximately two weeks into the semester. This will be an aid in establishing a student-instructor relationship and relate to the student that we do care about their progress with their courses. (Appendix B)
8. Be responsible for administering two examinations. These may be through open-book mail-ins or on-site proctored exams.
9. Assist Telecourse Operations in distributing and collecting student evaluation forms. (Appendix C)

At the completion of the course:

1. Assign final grades for the course. Credit for telecourses and newspaper courses is granted by the college. The learning managers are the instructors of record, and as such, should coordinate the grading structure.

2. After completing your responsibilities, provide evaluation and recommendations concerning the improvement of the telecourse or newspaper course and the procedures involved. (See Appendix D)

Enrollment

Students may enroll in television or newspaper courses in a variety of ways, either through on-site registration at either Golden West or Orange Coast Colleges at the beginning of the semester or through the Coastline Community College's "registration by mail" procedure. Students will be permitted to enroll in telecourses and newspaper courses through noon Friday of the sixth week of the semester. Exceptions to this deadline will be made on an individual basis.

Class rosters will be provided by the first week of classes. Since registration continues through the sixth week of classes, this roster will be incomplete. Complete rosters will be available between the eighth and tenth week of classes.

Letter and Telephone Contact with Students

Your primary contact with the students will be through the mail or telephone calls initiated by yourself or the students.

The mail contact would include a long orientation letter to the course and additional letters, postal cards, and course materials during the semester to maintain morale, to encourage students to view the course regularly, and to encourage telephone contact. (See Appendix A) The Telecourse Operations Office will provide a copy of each letter to the College Receptionist and Admissions, Guidance and Information Services so that they have current information on each course. These letters/cards/materials are prepared by the learning managers; they are typed, duplicated, and mailed by the Telecourse Operations Office. Mailing labels are provided to the Telecourse Operations Office by the District Data Processing Center.

It is requested that you contact and survey students by telephone on a periodic basis. A Random Research Sampling Report form (see Appendix B) will be provided, to be returned monthly the time you submit your payroll time card to the Telecourse Operations Office. This form will allow you to list the number of random sampling calls made by you, the students' general feelings for the course content and presentation by the instructor, their feelings about the value of text and materials, and the students' expectations of and problems with the course.

Office Hours

Television and newspaper course students are informed in the orientation letter of the Learning Managers' regular weekly office hours. The Learning Managers are required to faithfully maintain these office hours in order to be available for personal conference and to confer with students by telephone.

If you will not be available during your published office hours, please contact the Telecourse Operations office. Telecourse Operations will then be able to answer students' inquiries and inform them of the office hours when you will next be available.

Bookstore

Telecourse Operations has ordered textbooks for all courses.

Books and other materials can be purchased in the bookstores on either Golden West College or Orange Coast College campus.

Golden West College (located between Humanities Bldg. and Student Center)
15744 Golden West Street — OPENS 7:30 am Monday thru Friday
Huntington Beach 92647 — CLOSES 9:00 pm Monday thru Thursdays
Phone (714) 894-9885 — CLOSES 4:00 pm Fridays
EXTENDED HOURS - FIRST THREE WEEKS ONLY (thru)
Saturdays - 8:00 am - 1:00 pm

Orange Coast College (located at Fairview entrance beyond Library)
2701 Fairview Road — OPENS 7:30 am, Monday thru Thursday
Costa Mesa 92626 — CLOSES 4:30 pm, Monday thru Friday
Phone (714) 556-5896/97 — REOPENS 6:00 pm, Monday thru Thursday
CLOSES 9:00 pm, Monday thru Thursday
EXTENDED HOURS - FIRST TWO WEEKS ONLY (thru 2/19)
Monday thru Friday - 7:30 am - 9:00 pm
Saturday, Feb. 19 - 8:30 am - 2:00 pm

Learning Aids and Resources

1. Videotapes of every telelesson will be available after the telecast of each individual program at the Media Centers at Golden West College, Orange Coast College, and (for some telecourses) at Huntington Beach Public Library.

2. Copies of the Saturday Daily Pilot newspaper will be available for reference in each of the campus and public libraries. Copying machines are available for the students' convenience.

   The locations are:

   Golden West College Library (located directly across from College Bookstore and
   15744 Golden West Street — Student Center. Parking off Gothard Street)
   Huntington Beach 92647 — (714) 892-7711, Ext. 655/6 or 892-0058
   HOURS: Monday thru Thursday - 7:30 am - 10:00 pm
   Friday - 7:30 am - 5:00 pm
   Saturday - 1:00 pm - 4:00 pm
   Sunday - 1:00 pm - 4:00 pm

Orange Coast College Library (located next to gym off Fairview)
Fourth Floor
2701 Fairview Road
Costa Mesa 92626 (714) 556-5885
HOURS: Monday thru Friday - 7:30 am - 10:00 pm
Saturday and Sunday - 10:00 am - 5:00 pm

Huntington Beach Public Library
7111 Talbert
Huntington Beach 92647 (714) 536-5484
HOURS: Monday - 1:00 pm - 9:00 pm
Tuesday thru Thursday - 9:00 am - 9:00 pm
Friday and Saturday - 9:00 am - 5:00 pm

2. Phone-In Audio Reviews may be made available to students. Learning managers prepare an audio review highlighting the important ideas and content of each week's unit of instruction. By phoning the OCC Media Center at 556-5600 the student may request the audio review he wishes to hear (by unit number). By going to the GWC Media Center, the student may request the audio review he wishes to hear. Through this resource the student will be able to review the important ideas of the unit.

3. Audio-Visual Services are available. If graphic arts/equipment are needed, fill in the appropriate form (available through Telecourse Operations) and turn it in to the Telecourse Operations Office giving at least two weeks advance notice on equipment.

4. Requests for instructional materials duplicating service should be made through the Telecourse Operations Office at least two weeks prior to the date required.

5. Copies of the textbooks for each course are available as a reference (not to be checked out) at the Orange Coast and Golden West College libraries and the Huntington Beach Public Library.

Telecourse Operations Office

Many telephone calls from students do not relate to course content. Therefore, these calls may be handled by the Telecourse Operations Office (963-0811). It is necessary that all course information be coordinated with Telecourse Operations in order to disseminate correct information. This office is open only between the hours of 8 am and 5 pm.

Grading

Grades for telecourses are assigned by the learning managers based on scores from the midterm, the final, and any other credit work which they require. Preferably, student grades are based on the achievement of course objectives rather than on normative scaling.

The Data Processing Center has devised a system to automatically score and print out prescriptive feedback to be mailed to individual students. This system is explained in Appendix E. This system will be a great asset to learning managers and students alike. There will be a running tally of individualized grades which will eventually become the grade of record within the parameters of the grading scale which will be defined by the learning managers.

All telecourse offerings are designated optional credit/no credit. All telecourse/newspaper course students have a choice of receiving a letter grade (A, B, or C, or no credit) or a grade of CR/NCR. The student should be so notified and given instructions that their decision will be requested at the time of the final exam. The last question on the final will read as per Appendix E, Item 4, Figure 3.

Pre-exam Review Sessions and Enrichment Activities

Because of the large number of enrollees in telecourses, only two exams — a midterm and a final are offered. The dates, times, and places of exams are determined by the learning managers and by the availability of large facilities. Use of facilities is scheduled through the Telecourse Operations office.

The learning manager is expected to prepare himself by reviewing all materials covered by each scheduled exam and to answer questions of the students.

Optional enrichment activities may be planned by the learning managers. However, it should always be kept in mind that the nature of media courses involves teaching and learning at a distance.

It should be noted that the Veterans Administration requires interaction between the student and learning manager other than at examinations. Review sessions or telephone contact will meet this requirement.

The use of additional self-help quizzes utilizing the testing/prescriptive feedback system is encouraged. These quizzes may be drawn from the midterm or final exam banks and may offer the students additional credit towards their grades or may be offered to the students as a means of self-evaluation. See Appendix E, Item 2.

Examinations

Two examinations, a midterm and a final, are required for telecourses. The Southern California Consortium for Television and/or the Office of Telecourse Design at Coastline Community College provide examinations for all courses sponsored by Coastline Community College. These examinations are reviewed by a testing consultant for validity before final printing. Data from the examinations are used to revise the examination bank in subsequent semesters.

The typical telecourse or newspaper course examination is an objective test ranging from 50 to 100 items. The learning managers have the option of adding items to the test. If they do so, it is necessary to do an item analysis and then to coordinate it with the Director of the Telecourse Design Division.

The dates, times, and places for the examinations are determined by the learning managers based on facility availability, which usually would be on a weekend. Telecourse Operations will provide personnel during the examination periods to assist in distributing and proctoring the examinations.

The testing/prescriptive feedback scoring system is used for examinations. Use of the testing/prescriptive feedback system necessitates Telecourse Operations obtaining the IBM cards from Data Processing and the learning manager providing an answer key on a data processing card. This system provides a printout which identifies each student's score.

An alternate date and time should be established for a makeup examination (for both the midterm and final) within a week following the first exam period. The makeup exam should be scheduled at a time other than the first scheduled time (e.g., if the first exam was on a Saturday morning, the makeup should not be on a Saturday morning).

Students failing to take the midterm will be mailed a postcard indicating that they will be dropped with a grade of "W" unless they make arrangements to take a makeup exam. See Appendix F. Students who miss both the exam and makeup session must contact the learning manager or Telecourse Operations for individual makeup examinations. Makeups on an individual basis must be coordinated and may be given by Telecourse Operations' personnel.

All midterm and makeup examinations must be given by the ninth week of the semester. All students who have not taken the midterm examination by the ninth week of the semester must be withdrawn on the update roster provided by the Admissions and Records Office. This process adheres to state ADA requirements.

Upon completing the midterm examination, students are asked to complete a Telecourse/Newspaper Course Questionnaire (see Appendix C) to assist the college and the Telecourse Operations Office in improving its programs. The questionnaire and exams are provided for students by Telecourse Operations. A return envelope will be supplied and Telecourse Operations will compile the data received.

Appendix A
Sample Orientation Letter

COASTLINE COMMUNITY COLLEGE

Bernard J. Luskin, President

10231 SLATER AVE., FOUNTAIN VALLEY, CALIFORNIA 92708 (714) 963-0811

ORIENTATION LETTER

February 1977
Letter Number 1

Student of

To: _____ (Course Title), _____ (Course Number), _____ (Ticket Number)

From: _____ (Course Learning Manager) and _____ (Course Learning Manager)

Welcome to televised _____ (Course Title) _____. This letter provides you with the course requirements and indicates what you need to do to successfully complete the course. It contains important information, so please keep it handy for reference throughout the course.

COURSE OBJECTIVES

(sample from Business 101 Summer Session telecourse)

We hope that you will gain a better understanding of how our business enterprise system provides goods and services within the legal and ethical framework of the American economy, with emphasis upon the following:

1. Accountability of the business enterprise to the public, owners, and employees.

2. Management of resources through organization, financing, production, and marketing.

Upon successful completion of the course, you will better understand what you hear on the news and read in the newspaper about business. We feel that this course could help some decide on a specific career and provide the background for further study. To others, we hope that your knowledge about business will be broadened to help you in your job as an employee, owner, or manager.

V A R I A B L E

COURSE MATERIALS

Materials you need to purchase:

Textbook: _____
Study guide/syllabus: _____
IBM Electrographic Pencils: _____

BOARD OF TRUSTEES
Donald G. Hoff
William E. Kattler
Worth Keene
Robert L. Humphreys
George Rodda Jr

CHANCELLOR,
COAST COMMUNITY COLLEGE DISTRICT
Norman E. Watson

These materials can be purchased in the bookstores on either Golden West or Orange Coast College campuses.

Golden West College (located between Humanities Bldg. and Student Center)
15744 Golden West Street OPENS 7:30 am, Monday thru Friday
Huntington Beach 92647 CLOSES 9:00 pm, Monday thru Thursday
Phone (714) 894-9885 CLOSES 4:00 pm, Fridays
EXTENDED HOURS - FIRST THREE WEEKS ONLY (thru)
Saturdays - 8:00 am - 1:00 pm

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Phone (714) 556-5896/97 REOPENS 6:00 pm, Monday thru Thursday
CLOSES 9:00 pm, Monday thru Thursday
EXTENDED HOURS - FIRST TWO WEEKS ONLY (thru 2/19)
Monday thru Friday - 7:30 am - 9:00 pm
Saturdays - 8:30 am - 2:00 pm

You can order the materials to be delivered by mail by calling the bookstores. The cost, plus mailing, for the above materials will be $ _____.
If you have not yet bought these books, you should do so as soon as possible, as these materials are essential to your completion of the course. Please bring your Coastline Community College I.D. card when purchasing textbooks.

COURSE REQUIREMENTS

1. Work in the course study guide/syllabus, _____. At the beginning of the study guide are the directions on how to use this study aid. These directions will help you use the study guide most effectively. At the end of each unit there are study questions to be answered. By answering these questions and checking your answers against those provided in the answer key, you will know how well you are mastering the course material.

2. Read the textbook, as this is one of the sources of the course content you are to learn and on which you will be tested.

3. View the televised lessons. The telelessons have been designed to illustrate and to enrich the concepts which you are reading about in the textbook. You will learn the most from these telelessons by using the telelesson viewing guides provided in the study guide and by reading the assigned chapters before viewing the telelessons. A listing of the playout dates and times for all telelessons is attached to this letter.

   If you do miss a telelesson, videotapes of every telelesson can be viewed by visiting the Media Centers at Golden West College, Orange Coast College, or Huntington Beach Public Library, if applicable. (eventually, at other libraries throughout the community)

   Please note that only two tapes may be requested at one sitting and tapes will not be checked out one-half hour prior to closing time.

V A R I A B L E

MEDIA CENTER LOCATIONS AND HOURS

Golden West College Library (located directly across from College Bookstore and
15744 Golden West Street Student Center. Parking off Gothard Street)
Huntington Beach 92647 (714) 892-7711, Ext. 655/6 or 892-0058
HOURS: Monday thru Thursday - 7:30 am - 10:00 pm
Friday - 7:30 am - 5:00 pm
Saturday - 1:00 pm - 4:00 pm

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HOURS: Monday - 1:00 pm - 9:00 pm
Tuesday thru Thursday - 9:00 am - 9:00 pm
Friday and Saturday - 9:00 am - 5:00 pm

IF APPLICABLE

SELF-QUIZZES

Complete and mail in the self-quizzes. The self-quizzes are provided so that you may receive weekly feedback on how well you are mastering the course content. Each self-quiz which you complete and mail in will be processed by computer and mailed back to you within a two-week period. The feedback you receive for each self-quiz will tell you which quiz questions you missed and what the correct answer should have been. Also, for each quiz question you miss you will receive a prescription of what to study in the text or telelessons to master the material covered by the missed quiz question. The feedback you receive will help you prepare for the midterm and final. The self-quiz questions, which are based on the course learning objectives, are similar to the questions which will appear on the midterm and final. The quizzes will not be graded. Their purpose is to help you prepare for the tests. (Telecourse/Newspaper Course Learning Manager: Please state credit requirements, if any, for self-quizzes).

V A R I A B L E

Directions for completing the self-quizzes and schedule for returning them are on the first page of the self-quiz booklet which is included with this letter. If you have questions or concerns about using these self-quiz feedback materials, please call.

COURSE EXAMS

Take the course midterm and final exams. Each exam will consist of _____ multiple choice questions. The exam questions will be similar to the self-quiz questions (if applicable) and to the study questions in the study guide (if applicable). All exam questions will be based on the chapter and telelesson learning objectives. The midterm will cover units _____ and telelessons _____. The final will cover units _____ and telelessons _____. Please bring your IBM electrostatic pencil to the midterm and final exams (or, please use an IBM electrostatic pencil for marking all quizzes and examination cards).

V A R I A B L E

The midterm will be given at the following times and places. You may attend either session.

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COURSE EXAMS (continued)

Date:	Date:
Time:	Time:
Place:	Place:

The final exam, covering the last _____ units will be given at the following times and places. You may attend either session:

Date:	Date:
Time:	Time:
Place:	Place:

You are required to take the course examinations at the time and place indicated. Exceptions may be made if you contact one of the learning managers at least one week prior to the exams. Your score on the midterm and final will be mailed to you within two weeks following the exam.

LEARNING AIDS AND RESOURCES

The following activities and services are available to you as a means of assisting you in maximizing your learning and in successfully completing the course. Studies show that students who utilize these resources have the greatest success. We encourage you to make full use of the resources listed below.

1. Learning Manager Hours

If you need information or assistance with the course content, please contact (me/either of us) by telephone. (I/We) will be available to receive calls or to meet with you during the following office hours:

Learning Manager _____, Office Phone Number _____

Hours:

Learning Manager _____, Office Phone Number _____

Hours:

If you cannot call or come in during these office hours, call and give the telephone answering machine your name and phone number and indicate when it is most convenient for your call to be returned.

NOTE: Questions not pertaining to course content may be answered by the Telecourse Operations Office at (714) 963-0811, Ext. 231 during the hours of 8:00 am to 5:00 pm, Monday thru Friday.

2. Review Sessions

You may attend the review/discussion sessions. At these sessions we will discuss and review the course assignments, and prepare you for the midterm and final examinations. You are not required to attend, but (I/we) encourage you to do so as they will be helpful to you. Following are the dates and times and places of the review sessions:

VARIABLE

Review Sessions (continued)

3. Phone-In Audio Reviews

Phone in and hear weekly reviews of each unit of instruction. (I/We) have prepared an audio review highlighting the important ideas and content of each week's unit of instruction. By phoning the OCC Media Center at 556-5600 or going to the GWC Media Center you may request the audio review tapes (by unit number) you wish to hear. In this way you will be able to review the important ideas of the unit you are working on.

VARIABLE

Please note that only two tapes may be requested at one sitting and tapes will not be checked out one-half hour prior to closing time.

GRADING

In this course you have the option of receiving a letter grade or credit/no credit. Under the second option, credit is granted if you earn a letter grade of A, B, or C and no credit is granted if you earn less than a "C". You will be asked your decision as to your receiving a letter grade or the credit/no credit option at the time of the final. Your grade in the course will be determined by combining the scores from both your exams.

WITHDRAWALS FROM COURSES

Upon entering Coastline Community College the student assumes the responsibility of completing each course in which he or she is registered. Withdrawal is not an automatic process. The student is responsible for officially withdrawing by notifying the Admissions and Records Office. If you are unable to complete the course, you should then officially withdraw in order to get a grade of "W" on your college transcript. You may do this by telephoning the Coastline Community College Admissions and Records Office at 963-0811, Ext. 244.

Veterans who drop below the required number of units will lose partial subsistence.

We hope your experience with (Title of Course) will be a rewarding and meaningful one. This course is designed to help insure your success. If you will do the assignments and fully utilize the learning resources, you can successfully complete the course and earn _____ college units. If you need help or have questions, please contact (me/us).

Sincerely,

(name)
Telecourse Co-Manager

(name)
Telecourse Co-Manager

Enclosures: Telecourse Broadcast Schedule
Self-Quiz Completion Schedule (if applicable)
Maps of OCC, GWC and District

SAMPLE

KOCE-TV, CHANNEL 50
BROADCAST SCHEDULE
AS MAN BEHAVES
Fall, 1976

Program Lengths: 30 minutes
Lectures: 30

(*Denotes repeat telecast)

TEXTBOOK UNIT NO.	PROGRAM NUMBER & TITLE	DAY & DATE	TIME
1	1 Learning to Learn	Mon., Sept. 20	7:00 p.m.
	2 What is the Nature of Man	Wed., Sept. 22	7:00 p.m.
	1	Sun., Sept. 26*	3:00 p.m.
	2	Sun., Sept. 26*	3:30 p.m.
2	3 Perception	Mon., Sept. 27	7:00 p.m.
	4 Extra Sensory Perception	Wed., Sept. 29	7:00 p.m.
	3	Sun., Oct. 3*	3:00 p.m.
	4	Sun., Oct. 3*	3:30 p.m.
3	5 Remembering & Forgetting	Mon., Oct. 4	7:00 p.m.
	6 Memorizing-Mnemonic Devices	Wed., Oct. 6	7:00 p.m.
	5	Sun., Oct. 10*	3:00 p.m.
	6	Sun., Oct. 10*	3:30 p.m.
4	7 Unconscious Motivation	Mon., Oct. 11	7:00 p.m.
	8 Hocus Pocus of Stage Hypnosis	Wed., Oct. 13	7:00 p.m.
	7	Sun., Oct. 17*	3:00 p.m.
	8	Sun., Oct. 17*	3:30 p.m.
5	9 Nervous System: Biofeedback	Mon., Oct. 18	7:00 p.m.
	10 Emotions	Wed., Oct. 20	7:00 p.m.
	9	Sun., Oct. 24*	3:00 p.m.
	10	Sun., Oct. 24*	3:30 p.m.
6	11 Controlling Human Behavior	Mon., Oct. 25	7:00 p.m.
	12 Operant Conditioning	Wed., Oct. 27	7:00 p.m.
	11	Sun., Oct. 31*	3:00 p.m.
	12	Sun., Oct. 31*	3:30 p.m.
7	13 On Becoming Your Own Teacher	Mon., Nov. 1	7:00 p.m.
	14 Psychology of Sexual Inadequacy	Wed., Nov. 3	7:00 p.m.
	13	Sun., Nov. 7*	3:00 p.m.
	14	Sun., Nov. 7*	3:30 p.m.
8	15 Humanistic Psychology	Mon., Nov. 8	7:00 p.m.
	16 Relating	Wed., Nov. 10	7:00 p.m.
	15	Sun., Nov. 14*	3:00 p.m.
	16	Sun., Nov. 14*	3:30 p.m.

TEXTBOOK UNIT NO.	PROGRAM NUMBER & TITLE	DAY & DATE	TIME
9	17 Group Therapy w/Dr. Kassorla	Mon., Nov. 15	7:00 p.m.
	18 Interpersonal Communication	Wed., Nov. 17	7:00 p.m.
	17	Sun., Nov. 21*	3:00 p.m.
	18	Sun., Nov. 21*	3:30 p.m.
10	19 A Conversation w/Dr. Murry Bank	Mon., Nov. 22	7:00 p.m.
	20 A Conversation w/Dr. Wm. Glasser	Wed., Nov. 24	7:00 p.m.
	19	Sun., Nov. 28*	3:00 p.m.
	20	Sun., Nov. 28*	3:30 p.m.
11	21 Defense Mechanisms	Mon., Nov. 29	7:00 p.m.
	22 Freud	Wed., Dec. 1	7:00 p.m.
	21	Sun., Dec. 5*	3:00 p.m.
	22	Sun., Dec. 5*	3:30 p.m.
12	23 Neuroses	Mon., Dec. 6	7:00 p.m.
	24 Medical Treatment of Psychosis	Wed., Dec. 8	7:00 p.m.
	23	Sun., Dec. 12*	3:00 p.m.
	24	Sun., Dec. 12*	3:30 p.m.
13	25 Psychotherapy: Three Approaches	Mon., Dec. 13	7:00 p.m.
	26 Behavior Modification	Wed., Dec. 15	7:00 p.m.
	25	Sun., Dec. 19*	3:00 p.m.
	26	Sun., Dec. 19*	3:30 p.m.
H R	8 Hocus Pocus of Stage Hypnosis	Mon., Dec. 20*	7:00 p.m.
O E	9 Nervous System: Biofeedback	Wed., Dec. 22*	7:00 p.m.
L P	10 Emotions	Sun., Dec. 26*	3:00 p.m.
I E	11 Controlling Human Behavior	Sun., Dec. 26	3:30 p.m.
D A			
A T	12 Operant Conditioning	Mon., Dec. 27*	7:00 p.m.
Y S	13 On Becoming Your Own Teacher	Wed., Dec. 29*	7:00 p.m.
	17 Group Therapy w/Dr. Kassorla	Sun., Jan. 2*	3:00 p.m.
	18 Interpersonal Communication	Sun., Jan. 2*	3:30 p.m.
14	27 Psychological Tests-Intelligence	Mon., Jan. 3	7:00 p.m.
	28 Creativity	Wed., Jan. 5	7:00 p.m.
	27	Sun., Jan. 9*	3:00 p.m.
	28	Sun., Jan. 9*	3:30 p.m.
15	29 A Scientific View	Mon., Jan. 10	7:00 p.m.
	30 Human Behavior	Wed., Jan. 12	7:00 p.m.
	29	Sun., Jan. 16*	3:00 p.m.
	30	Sun., Jan. 16*	3:30 p.m.

*Repeats

COASTLINE COMMUNITY COLLEGE
Fountain Valley, California

10/18/76

Attached are additional forms for listing your telephone contacts with telecourse students. The survey questions have been revised so that you may indicate a, b, c, etc. responses on the forms.

STUDENT SURVEY QUESTIONS

1. How did you hear about this course?
   a. Mail (college catalogue or other District information)
   b. T.V.
   c. Radio
   d. Friend/acquaintance
   e. Decline to state

2. Does the course live up to your expectations?
   a. Yes
   b. No

3. Are you aware of certificate programs or the AA degree through the Coast Community College District?
   a. Yes
   b. No

4. Have you purchased the textbooks? If not, why not?
   a. Yes
   b. No

5. What is the most important reason for you to enroll in this course?
   a. Convenience of time
   b. General interest
   c. Professional or occupational improvement or advancement
   d. To earn credit toward a college degree
   e. High school credit
   f. Babysitter problems
   g. Other — please state (Write this one down on the sheet).

6. Is transportation available to take you to and from college campus or community learning center?
   a. Yes
   b. No

7. Are there any specific problems you are having with this course?
   a. Yes (When a problem is stated, please record on the sheet).
   b. No

8. Roster checked

Course:

STUDENT CONTACTS

Date	Name	Survey Questions						
		1	2	3	4	5	6	7

TV STUDENT QUESTIONNAIRE (FALL 1976)

USING THE ENCLOSED IBM CARD AND MARKING WITH AN ELECTROSTATIC PENCIL (IF YOU HAVE ONE, OTHERWISE A NUMBER TWO PENCIL), PLEASE INDICATE THE ANSWER TO EACH QUESTION WHICH BEST EXPRESSES YOUR OPINION. MARK ONLY ONE CHOICE FOR EACH QUESTION. PLEASE MAKE YOUR MARKING HEAVY AND CLEAN, WITHIN THE TOP AND BOTTOM LINES OF THE BUBBLE. IF YOU ERASE A MARK TO MAKE ANOTHER CHOICE, PLEASE BE SURE YOU CLEANLY ERASE THE OLD MARK.

1. Sex (a) M (b) F

2. Age (a) 17-below (b) 18-22 (c) 23-30 (d) 31-45 (e) over 45

3. Marital Status (a) Single (b) Married

4. Are you currently enrolled in any other class on campus? (a) Yes (b) No

5. If you answered yes on the previous question, how many units are you taking?
   (a) 3 or less (b) 4-6 (c) 7-9 (d) 10 or more

6. Have you ever taken a regular on-campus class at this or any other college before?
   (a) Yes (b) No

7. Number of years since last attending school (a) less than 1 (b) 1-5 (c) 6-10
   (d) 11-20 (e) over 20

8. Do you plan to enroll in another TV class? (a) Yes (b) No

9. Do you plan to enroll in a regular class on campus? (a) Yes (b) No

10. Compare the TV class with on-campus classes in reference to your general feeling.
    (a) Superior (b) Slightly better (c) Similar (d) Slightly inferior
    (e) Considerably inferior

11. Compare the TV class with on-campus classes in reference to content of subject matter.
    (a) Superior (b) Slightly better (c) Similar (d) Slightly inferior
    (e) Considerably inferior

12. Compare the TV class with on-campus classes as to presentation by the instructor.
    (a) Superior (b) Slightly better (c) Similar (d) Slightly inferior
    (e) Considerably inferior

13. Please rate the TV class in reference to required amount of outside reading.
    (a) Excessive (b) More than average (c) average (d) less than average
    (e) minimum

14. Please indicate your feeling regarding the cost of the text and materials.
    (a) Very inexpensive (b) Reasonable (c) Extremely expensive

15. Please indicate why you enrolled in a TV class rather than a regular on-campus class.
    (a) No other class available (b) Transportation problem (c) Baby sitter problem
    (d) Convenience (e) Needed additional units

16. What time do you prefer courses to be televised? (a) Before 8 am (b) Between 8 am and noon (c) Between noon and 6 pm (d) After 6 pm (e) After 7 pm

17. On which TV channel did you view the program? (a) 50 (b) 28 (c) 11 (d) 7 (e) 2

18. At what time did you view the program? (a) Before 8 am (b) between 8 am and noon (c) Between noon and 6 pm (d) After 6 pm (e) After 7 pm

19. Occupational status: (a) Full-time housewife (b) Full-time employed (c) Part-time employed (d) Full-time student (e) Other

20. Level of education: (a) Below 12th grade (b) High school graduate (c) 0-30 college units (d) 31-60 units (e) Bachelor's degree or above

21. Please indicate if you are receiving Veteran's Administration benefits. (a) Yes (b) No

22. Did you use the tapes available at the OCC, GWC or Huntington Beach Public Library Media Centers? (a) Yes (b) No

23. Are you in favor of a review session before the midterm and finals? (a) Yes (b) No

24. If yes on the above, indicate your time/day preference. (a) Friday evening (b) Saturday morning (c) Saturday afternoon (d) Weekday morning/afternoon (e) Weekday evening

25. Did you attend a review session this semester? (a) Yes (b) No

26. Are you in favor of mail-in midterm and final examinations? (a) Yes (b) No

27. Please indicate your feeling regarding contact with the learning manager of your course. (a) There was no contact (b) Too little contact and would prefer more (c) Adequate (d) Felt contact unnecessary

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE. WE HOPE TO BE ABLE TO MEET MORE OF YOUR NEEDS WITH TELECOURSE/NEWSPAPER COURSES IN THE FUTURE.

TELECOURSE OPERATIONS

CIS EVALUATION

Date _____ Course Title _____

College COASTLINE COMMUNITY COLLEGE CID No. _____

Instructor(s) _____ CIS Mode:

Certification of Instructor _____

Term _____

Credit Units _____

Enrollment _____

____ automated audio-visual

____ computer assisted instruction

____ programmed learning materials

__X__ television-based

____ other _____

I. Objectives and Evaluation

A. What results were anticipated from this course?

B. How was performance measured?

C. Summary of results. (Please attach full report)

II. Please indicate support services available to and used by student. Use quantitative data, wherever possible.

			Hours/Week
A. Telephone counseling and/or tutoring	____ Yes	____ No	_____
B. Meetings on campus:			
Orientation	____ Yes	____ No	_____
Midterm review	____ Yes	____ No	_____
Final review	____ Yes	____ No	_____

C. Other course enrichment activities:

____ Field trips

____ Special lectures

____ Other _____

III. Performance Evaluation Techniques (excluding midterm and final examinations)

____ Written assignments ____ Personal interviews

____ Self-tests ____ Other _____

IV. Resource Materials Available at Library or Audio-Visual Learning Center

____ Audio tapes of course programs ____ Bibliography of print materials

____ Video tapes of course programs ____ Bibliography of audio visual materials

____ Video tapes of course meetings ____ Other _____

TELECOURSE OPERATIONS/DATA PROCESSING COORDINATION EFFORT

The operation of a telecourse for enrollments which reach up to 1,000 requires a close coordination effort with a data processing center in order to contact students as soon as possible after they have enrolled. The District Data Processing Center located on the Orange Coast College campus is the Coastline Telecourse Operations key to communications with telecourse/newspaper course student.

Following are systems which serve the telecourse/newspaper course learning manager and students.

1. Student Data

   As a student enrolls in a television/newspaper course, his Coastline Community College identification number is transmitted into a separate data file for the individual course.

   On a regularly scheduled basis, the data files are crossed with names and addresses of students. These files will be used to generate mailing labels or preprinted envelopes for mailings to the students.

   This bank of files also generates the student roster which is forwarded to the learning manager the first week and periodically thereafter.

   At this same time a separate listing of the student's name, address and phone number is generated. This listing will be used by the learning manager in contacting and surveying the student (see Appendix B).

2. Testing Prescriptive Feedback System (TPF)

   The Testing Prescriptive Feedback (TPF) system was established as a service to relieve learning managers' efforts in the preparation of examinations and to provide the student with constructive feedback.

   The TPF library consists of user (the learning manager) libraries which are composed of questions, responses, instructions, and prescriptions. The TPF library is designed to generate examinations from the user library and to print Student Evaluation Reports when the exam is scored.

   As well as aiding the learning manager, the TPF system will help students in review and reinforcement of course material by providing each student with a copy of each incorrectly answered question and the correct response and/or a prescription that refers the student to the correct answer or related materials. Telecourse Operations will mail this feedback to the student. See Figure 1.

FACILITATOR
COASTLINE COMMUNITY COLLEGE
10231 SLATER AVE
FOUNTAIN VALLEY CA 92708

PSYCH 100

IMPORTANT MESSAGES AND REMINDERS

1. THE PHONE-IN AUDIO REVIEWS FOR EACH UNIT OF THE AS MAN BEHAVES TELECOURSE CAN BE HEARD BY PHONING 556-5600 AND ASKING FOR THE UNIT YOU WISH TO REVIEW. THESE REVIEWS CAN HELP YOU PREPARE FOR THE MIDTERM WHICH YOU WILL RECEIVE BY NOVEMBER 12.
2. WHEN TAKING THE MIDTERM AT HOME PLEASE FOLLOW THE DIRECTIONS CAREFULLY AND RETURN THE EXAM BY NUVEMBER 17
3. SELF QUIZ 5 IS DUE NOVEMBER 22.
4. IF YOU HAVE ANY QUESTIONS ABOUT THE SELF QUIZZES OR THE COURSE PLEASE CALL BOB SMITH AT 556-5777, OR JOHN WILSON AT 892-7711 EXTENSION 667.

Student's Name/I.D.
Student's Address

TELECOURSE PSYCH 100
SELF TEST # 02

QUESTION	CORRECT	YOURS	
4	A	D	AS PAGE 37 OF THE TEXT EXPLAINS, THE SENSES ARE TUNED TO RESPOND TO INCREASES AND DECREASES; TO NEW EVENTS RATHER THAN TO ON-GOING ONES.
7	D	A	KINESTHESIS IS THE INTERNAL SENSE WHICH MONITORS THE MOVEMENTS OF MUSCLES THROUGHOUT THE BODY. THIS SENSE IS EXPLAINED ON PAGE 39.
13	B	C	THE TELELESSON "PERCEPTION" EXPLAINS THE CONTROVERSY OF INBURN VERSUS LEARNED PERCEPTION AND SHOWS US HOW THIS ISSUE IS BEING RESEARCHED.
15	D	A	AS THE TELELESSON "EXTRASENSORY PERCEPTION" DEMONSTRATES, ALL THE FACTORS LISTED INFLUENCE A PERSON'S E.S.P. ABILITY.
17	B		SELECTIVE ATTENTION ENABLES US TO "TUNE OUT" UNIMPORTANT THINGS AND "TUNE IN" IMPORTANT THINGS. THIS PROCESS IS EXPLAINED ON PAGE 54 OF THE TEXT.
21	B		THE STEPS IN INFORMATION PROCESSING ARE DISCUSSED ON PAGE 53 OF THE TEXT.
22	A	B	THE MOST COMMON FORM OF FORGETTING IS INTERFERENCE--THE BLOCKING OF A MEMORY BY PREVIOUS OR SUBSEQUENT MEMORIES. IN PROACTIVE INTERFERENCE AN EARLIER MEMORY DOES THE BLOCKING. THIS IS DISCUSSED ON PAGE 64 OF THE TEXT.
25	D	B	SELECTIVE ATTENTION, THE ABILITY TO MONITOR MANY CHANNELS WHILE ATTENDING TO ONE, IS CALLED THE "COCKTAIL-PARTY PHENOMENON." IT IS DISCUSSED ON PAGE 54 OF THE TEXT.
26	D	C	THE ROLE OF TIME IN OUR ABILITY TO REMEMBER IS DISCUSSED IN THE TELELESSON "REMEMBERING AND FORGETTING." THE MORE TIME THAT PASSES, THE LESS WE REMEMBER OF AN EVENT. TIME IS AN IMPORTANT FACTOR IN REMEMBERING.
27	D	B	THE ADVANTAGES OF USING LABORATORY ANIMALS TO STUDY MEMORY PROCESSES IS DISCUSSED IN THE TELELESSON "REMEMBERING AND FORGETTING."

The learning manager, working with Telecourse Operations personnel, prepares the instructions, questions, responses and prescriptions. (A complete set of instructions, questions and responses within the same sequence number is called an Item). These items are coded, working in cooperation with Telecourse Operations personnel, and after careful editing, are submitted by Telecourse Operations to the District TPF controller.

The items will be stored permanently as part of an Item Bank. It is possible to delete or change items after they are stored. It is the responsibility of the learning manager (with the assistance of Telecourse Operations) to create, edit and maintain the items in the User Library. The TPF system provides the service of generating, scoring, record-keeping and evaluation of the examinations.

To generate an examination, the TPF Library user submits Library request cards which contain all pertinent information with respect to selection of items (questions and their responses), the size of the form and date of the examination. See Figure 2.

FIGURE 2

***36-523 ORACLE LIBRARY – REQUEST FOR TEST GENERATION

CARD ____ OF ____

TEST DATE _____ TOTAL TEST ITEMS _____ TEST # _____

1 2	3 4	5
LIBRARY CODE	# ITEMS ON CARD	TEST FORM

ITEM # CATG. SEQ.	ITEM # CATG. SEQ.	ITEM # CATG. SEQ.	ITEM # CATG. SEQ.	ITEM # CATG. SEQ.
6 10	11 15	16 20	21 25	26 30
31 35	36 40	41 45	46 50	51 55
56 60	61 65	66 70	71 75	76 80

NOTE: USE ONE SIDE ONLY

***36-523 ORACLE LIBRARY – REQUEST FOR TEST GENERATION

CARD ____ OF ____

TEST DATE _____

USER CODE _____ TOTAL TEST ITEMS _____ TEST # ____ FORM TYPE _____

1	11
CARD CODE	HEADER OR COMMENT INFORMATION UP TO 70 CHARACTER

80

CARD CODE { H = HEADER CARD; C = COMMENT CARD }

NOTE: USE ONE SIDE ONLY OR-003-0976

3. Midterms and Finals

The learning manager is responsible for providing on an IBM card a key to be used in grading multiple choice/true-false questions on midterm and final examinations. Telecourse Operations will forward this key to Data Processing and TPF system will provide a listing of the raw scores plus an analysis of the test questions, including median and average scores.

The learning manager will then establish the grade curve and notify Telecourse Operations who will, in turn, notify Data Processing. The learning manager has the option of inserting a message to all students who will be receiving an examination feedback sheet. It should be noted that this message is limited to twenty lines of 51 characters each, including the grade curve.

At the time of the final examination this system will generate the final grade sheet which is submitted to Admissions and Records as the permanent grade record of the course. In order to utilize this time-saving system grade curves for the final must be determined as soon as possible.

4. CR/NCR Grade Option

All telecourse/newspaper course students have the choice of receiving a letter grade (A, B, C, or NCR) or a grade of CR/NCR. The last question on the final examination has been tied into the testing prescriptive feedback system whereby the students indicate their option, which is then reflected on the final grade roster.

The final question has been preprogrammed and must be stated as shown in Figure 3.

FIGURE 3

Please indicate below the grading system you choose for this course. Be sure to consider the alternatives carefully, since the result will become part of your permanent record.

a. If I earn an "A" or "B" I choose the letter grade, otherwise I want to receive "credit"
b. I choose only the letter grade I earn. I do not want to receive "credit"
c. I choose to receive a "credit" grade for the course regardless of the letter grade earned.

Dear Student:

We're sorry you missed the midterm examination in REAL ESTATE AND YOU. If you are planning to continue the course and would like to take a makeup exam, please call Telecourse Operations at 963-0811, ext. 231 or 233 within two weeks.

If you have decided to drop the course, please call Coastline Registration at 963-0811, ex. 244 or 245.

UNIVERSITY OF CALIF.
LOS ANGELES

JAN 21 1977

CLEARINGHOUSE FOR
JUNIOR COLLEGES

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